

I. Position Title: Receptionist - Human Resources Revision Date: 1/07
EEO Code: Admin. Sup.
Status: Non-exempt

Under the general supervision of the Director of Human Resources & Management Services, operates personal computer and fax machine, responsible for logging applications and answering questions concerning the City job selection process, maintains the City's personnel files, receives and screens telephone calls and walk-in public, types various documents and performs other clerical duties as needed.

- Provide customer service for walk-in public and employees.
- Answer incoming calls and direct inquiries to appropriate individuals.
- Log job applications into department computer software.
- Alphabetize and file logged applications.
- Gathers enrollment forms and puts together new hire packets
- Assists applicants and departments by answering questions about the hiring process
- File various information in Personnel, medical and I-9 files.
- Perform document imaging on selected documents

- Monitor files for completeness and for compliance with applicable requirements.
- Sort & send monthly Life Be Fit reports to participating employees.
- Audit Life Be Fit monthly reports and enter data in computer.
- Photocopy various documents
- Assist Community Events personnel as necessary
- Perform other duties as assigned

Communication Skills: Contacts with other departments, furnishing and obtaining information, using tact and judgement; outside contact with the public that may influence important decisions; constant contact with the public both on the phone and face-to-face; follow written and verbal instructions;

communicate effectively verbally and in writing; establish and maintain effective working relationships with employees and the public; maintain confidences.

Tool, Machine, Equipment Operation: Ability to type accurately at 35 wpm; knowledge of WordPerfect; exposure to department databases

Analytical Ability: Apply general principles and ordinances effectively to specific conditions; ability to handle confrontational situations and make sound decisions.

VI. Working Conditions:

Moderate pressure and fatigue are present in this position due to great exposure to stressful situations; constant attendance is required; work assignments are broad and performed with limited supervision; work is referred to supervisor as questions arise; frequent exposure to heavy telephone and walk-in traffic.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

PERSONNEL DEPT. APPROVED BY: _____ DATE: _____